



Massachusetts Rehabilitation Commission

**Creating Opportunities For
Independent Living And Work**

FY2018 Comprehensive Statewide Vocational Rehabilitation Consumer Needs Assessment

Appendix

**Massachusetts Rehabilitation Commission
Research, Development, and Performance Management Department**

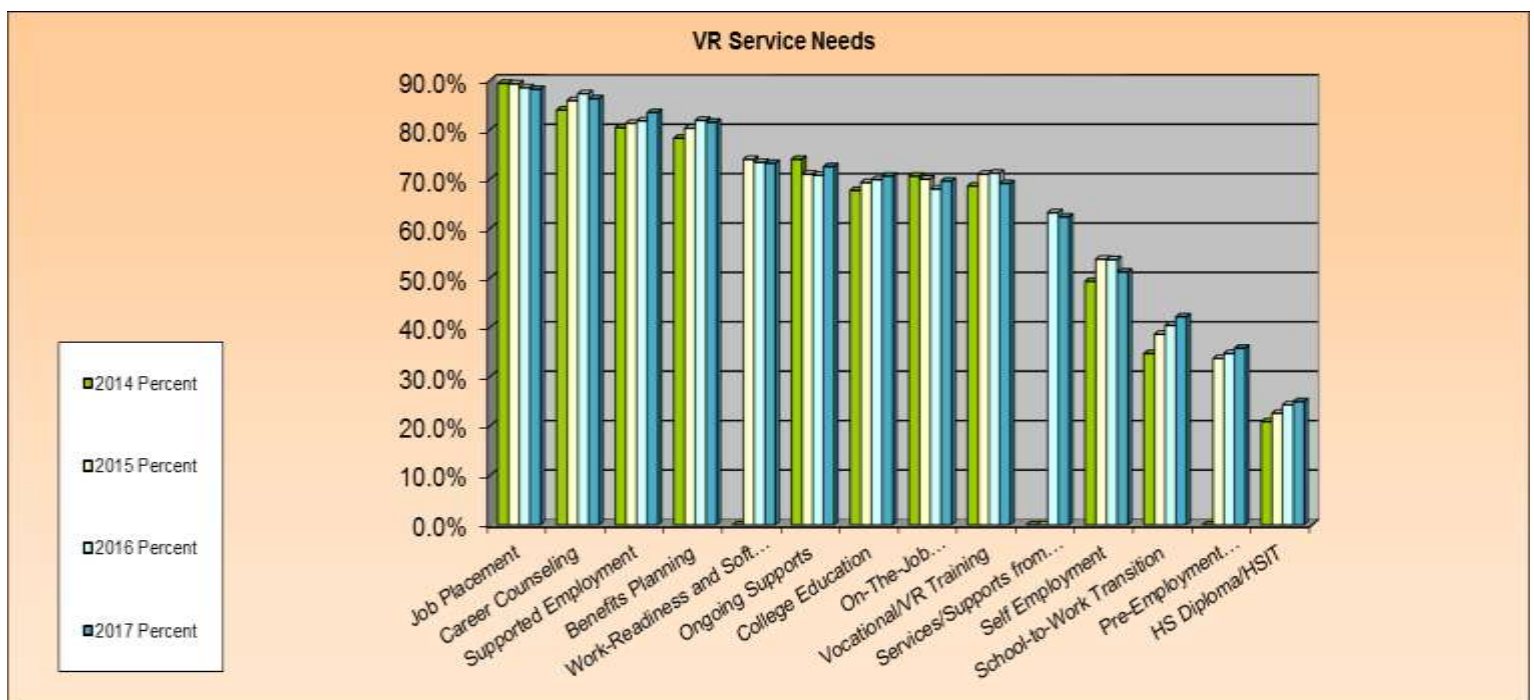
**In collaboration with:
Statewide Rehabilitation Council
Needs Assessment Committee**

August 2018

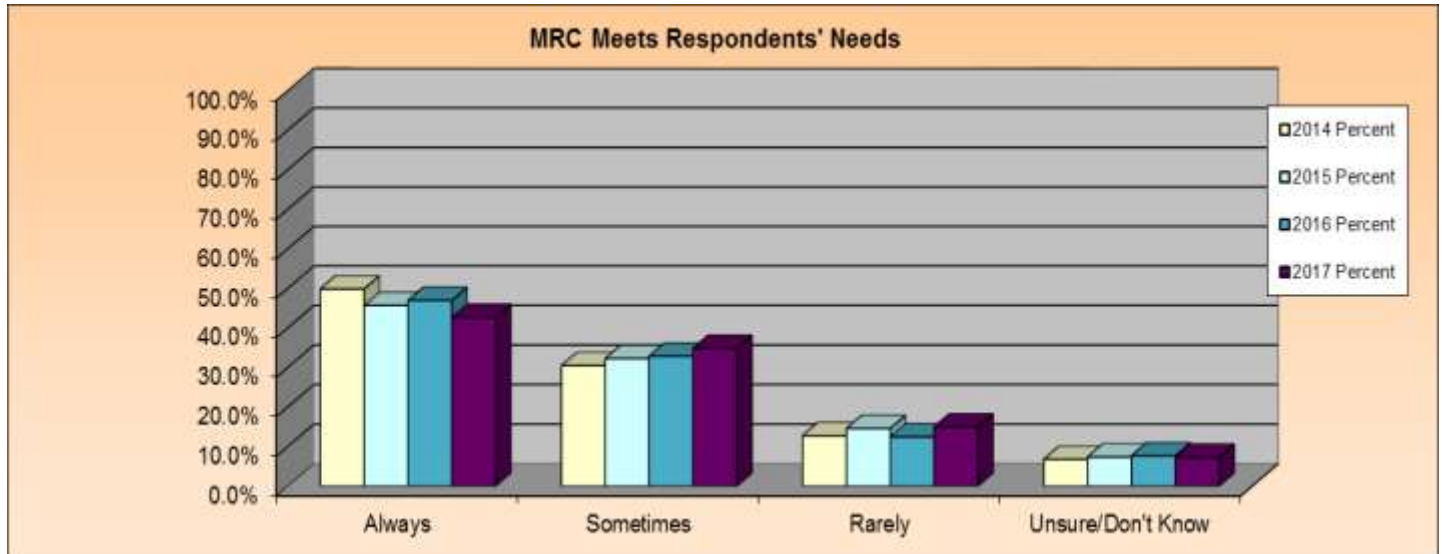
Table of Contents

Executive Summary	3
Conclusion, Recommendations and Suggested Alternatives	11
• Actions Taken from Last Year’s Comprehensive Statewide Needs Assessment	18
• Suggested Alternatives	29

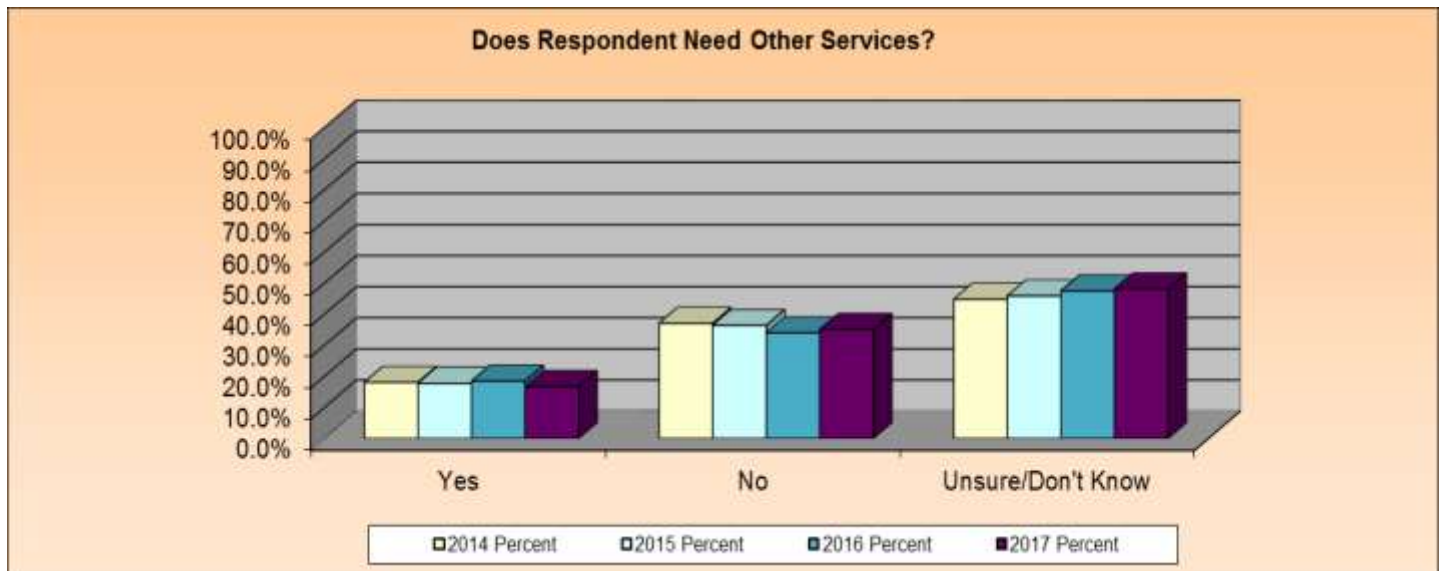
VR Service Needs						
Respondents Answering Very or Somewhat Important						
Need Area	2014 Percent	2015 Percent	2016 Percent	2017 Percent	4 Year Range	4 Year Variance
Job Placement	89.4%	89.3%	88.5%	88.2%	1.2%	-1.22%
Career Counseling	84.0%	85.9%	87.3%	86.3%	3.3%	2.29%
Supported Employment	80.4%	81.3%	81.8%	83.5%	3.1%	3.07%
Benefits Planning	78.3%	80.3%	81.9%	81.5%	3.6%	3.21%
Work-Readiness and Soft Skills Training	NA	74.0%	73.4%	73.2%	0.8%	NA
Ongoing Supports	74.0%	71.0%	70.8%	72.5%	3.2%	-1.47%
College Education	67.7%	69.3%	69.9%	70.6%	2.9%	2.90%
On-The-Job Training/Employer Job Driven Training	70.6%	70.0%	68.0%	69.6%	2.6%	-1.01%
Vocational/VR Training	68.6%	71.0%	71.2%	69.1%	2.6%	0.52%
Services/Supports from College Disability Service Office	NA	NA	63.2%	62.3%	0.9%	NA
Self Employment	49.3%	53.8%	53.7%	51.2%	4.5%	1.89%
School-to-Work Transition	34.7%	38.6%	40.4%	42.1%	7.4%	7.43%
Pre-Employment Transition Services for Students with Disabilities	NA	33.7%	34.7%	35.8%	2.1%	NA
HS Diploma/HSIT	20.9%	22.6%	24.3%	25.0%	4.1%	4.06%



MRC Meets Respondent's Needs						
Need Area	2014 Percent	2015 Percent	2016 Percent	2017 Percent	Range	Variance
Always	49.9%	45.7%	47.0%	42.8%	7.1%	-7.14%
Sometimes	30.5%	32.3%	32.9%	34.9%	4.4%	4.38%
Rarely	12.8%	14.6%	12.5%	15.0%	2.5%	2.21%
Unsure/Don't Know	6.8%	7.4%	7.7%	7.4%	0.9%	0.55%



Does Consumer Need Other Services?						
	2014 Percent	2015 Percent	2016 Percent	2017 Percent	4 Year Range	4 Year Variance
Yes	18.1%	17.8%	18.5%	16.7%	1.8%	-1.37%
No	37.1%	36.4%	34.0%	35.1%	3.1%	-1.97%
Unsure/Don't Know	44.8%	45.9%	47.5%	48.1%	3.3%	3.34%

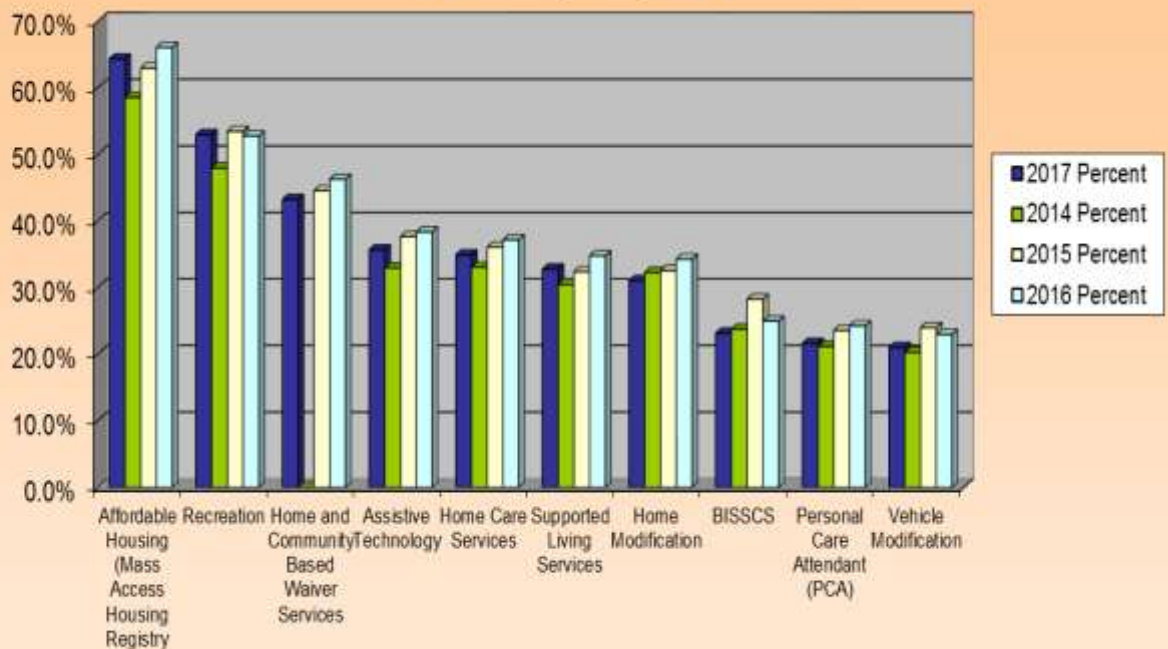


How satisfied are you with your involvement in the development of your MRC Individualized Plan for Employment (IPE)?

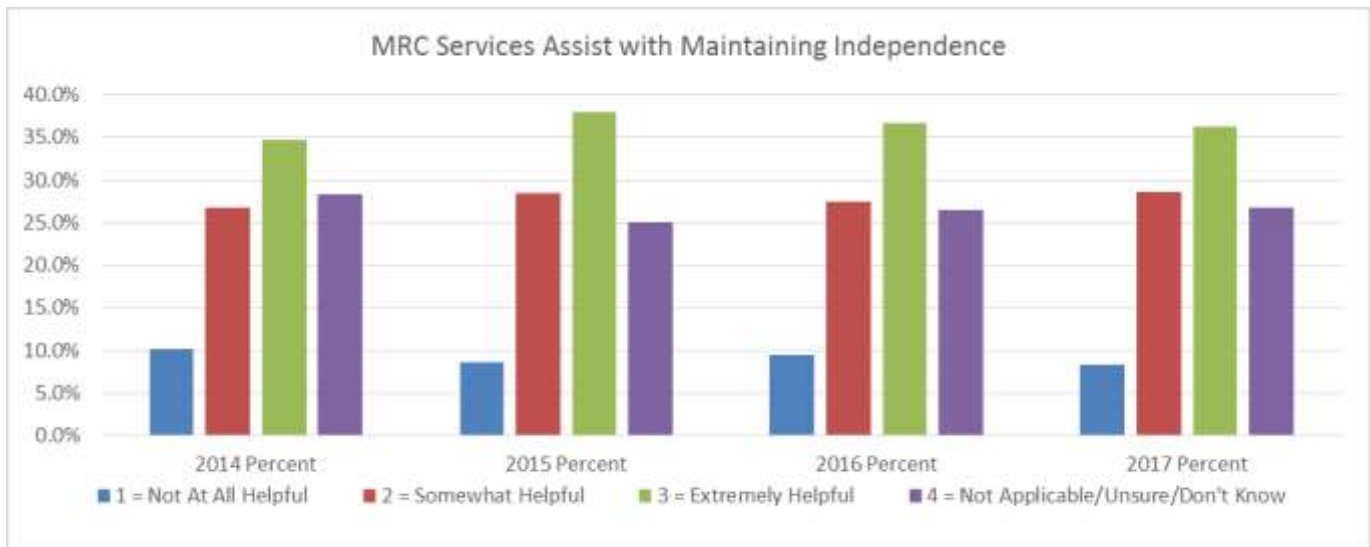
Answer Options	2014 Percent	2015 Percent	2016 Percent	2017 Percent
1 = Very Satisfied	50.4%	49.6%	51.5%	49.8%
2 = Somewhat Satisfied	28.9%	30.7%	30.1%	29.1%
3 = Somewhat Dissatisfied	9.5%	10.9%	9.1%	10.8%
4 = Very Dissatisfied	11.3%	8.7%	9.3%	10.4%

Community Living Needs						
Respondents Answering Very or Somewhat Important						
Need Area	2014 Percent	2015 Percent	2016 Percent	2017 Percent	4 Year Range	4 Year Variance
Affordable Housing (Mass Access Housing Registry)	58.6%	63.0%	66.1%	64.4%	7.5%	5.77%
Recreation	48.0%	53.5%	52.8%	53.0%	5.5%	5.02%
Home and Community Based Waiver Services	NA	44.6%	46.3%	43.3%	3.0%	NA
Assistive Technology	33.0%	37.7%	38.4%	35.7%	5.4%	2.70%
Home Care Services	33.1%	36.1%	37.2%	34.9%	4.1%	1.83%
Supported Living Services	30.5%	32.4%	34.8%	32.8%	4.3%	2.32%
Home Modification	32.3%	32.6%	34.3%	31.1%	3.2%	-1.22%
BISSCS	23.8%	28.3%	25.0%	23.2%	5.1%	-0.61%
Personal Care Attendant (PCA)	21.2%	23.6%	24.3%	21.6%	3.1%	0.45%
Vehicle Modification	20.3%	24.0%	23.0%	21.0%	3.7%	0.72%

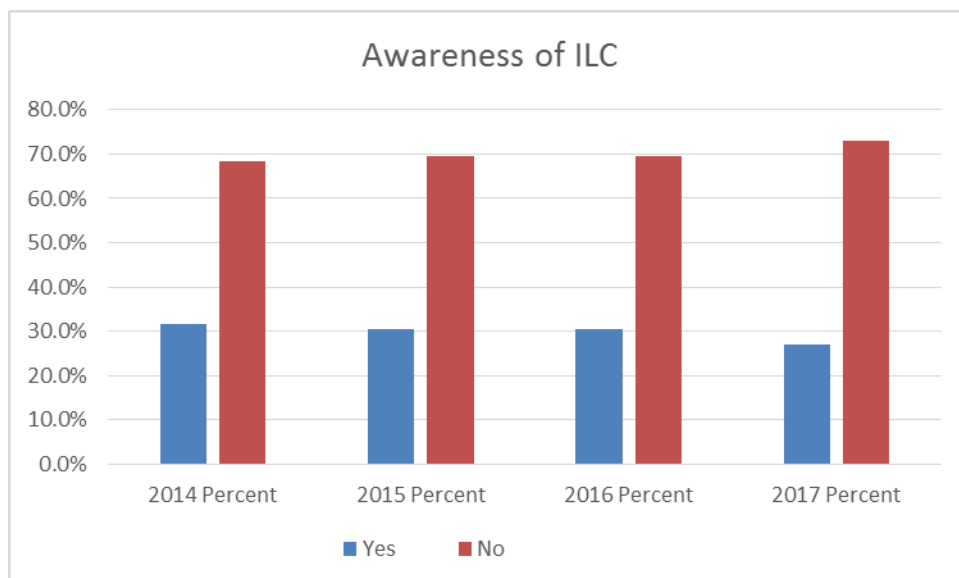
Community Living Needs



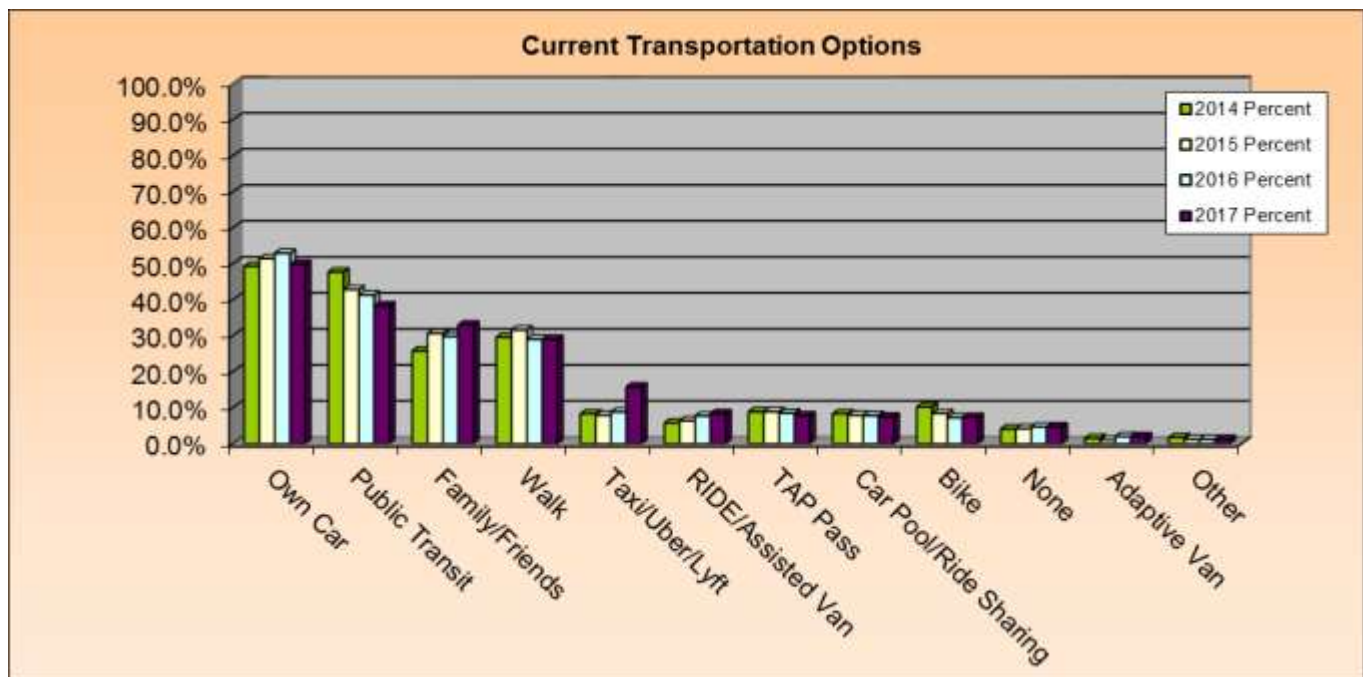
MRC Services Assist With Maintaining Independence				
Answer Options	2014 Percent	2015 Percent	2016 Percent	2017 Percent
1 = Not At All Helpful	10.2%	8.6%	9.4%	8.3%
2 = Somewhat Helpful	26.7%	28.5%	27.5%	28.7%
3 = Extremely Helpful	34.7%	37.9%	36.7%	36.3%
4 = Not Applicable/Unsure/Don't Know	28.3%	25.0%	26.5%	26.8%



Are you aware of the Independent Living Center (ILC) in your area run by people with disabilities?				
Answer Options	2014 Percent	2015 Percent	2016 Percent	2017 Percent
Yes	31.6%	30.4%	30.4%	27.1%
No	68.4%	69.6%	69.6%	72.9%

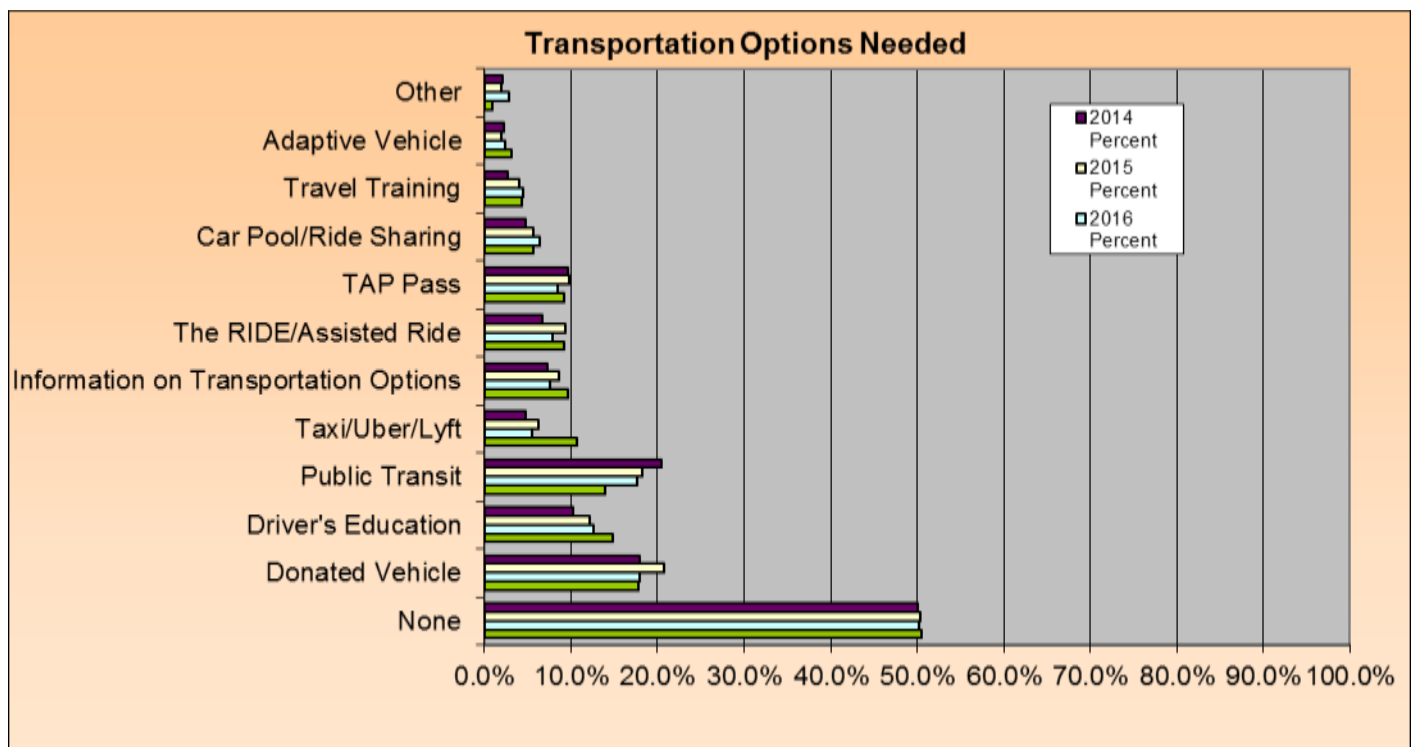


Transportation Options Currently Used*						
Need Area	2014 Percent	2015 Percent	2016 Percent	2017 Percent	4 Year Range	4 Year Variance
Own Car	49.3%	51.4%	52.9%	49.8%	3.6%	0.54%
Public Transit	47.7%	42.8%	41.3%	38.3%	9.4%	-9.38%
Family/Friends	25.8%	30.6%	29.8%	33.0%	7.2%	7.20%
Walk	29.6%	31.6%	29.0%	29.0%	2.6%	-0.59%
Taxi/Uber/Lyft	8.3%	7.9%	8.8%	15.8%	7.9%	7.47%
RIDE/Assisted Van	5.8%	6.4%	7.7%	8.4%	2.6%	2.56%
TAP Pass	8.9%	8.9%	8.5%	7.8%	1.1%	-1.11%
Car Pool/Ride Sharing	8.3%	7.9%	7.8%	7.4%	0.9%	-0.89%
Bike	10.2%	8.4%	7.2%	7.3%	3.0%	-2.85%
None	4.1%	4.2%	4.7%	4.7%	0.6%	0.59%
Adaptive Van	1.5%	1.0%	2.0%	2.0%	1.0%	0.46%
Other	1.7%	1.2%	1.2%	1.2%	0.5%	-0.50%
* Multiple Response Category: Percentages do not equal 100%						



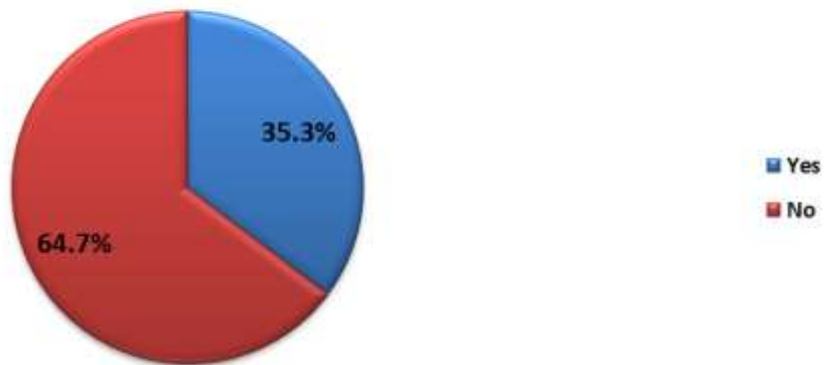
Transportation Options Needed*						
Need Area	2014 Percent	2015 Percent	2016 Percent	2017 Percent	4 Year Range	4 Year Variance
None	50.1%	50.4%	50.2%	50.5%	0.4%	0.39%
Donated Vehicle	17.9%	20.8%	17.9%	17.8%	3.0%	-0.08%
Driver's Education	10.3%	12.1%	12.6%	14.8%	4.5%	4.54%
Public Transit	20.5%	18.2%	17.6%	13.9%	6.6%	-6.56%
Taxi/Uber/Lyft	4.8%	6.2%	5.5%	10.7%	5.9%	5.88%
Information on Transportation Options	7.2%	8.6%	7.5%	9.6%	2.4%	2.44%
The RIDE/Assisted Ride	6.7%	9.4%	7.9%	9.2%	2.7%	2.52%
TAP Pass	9.7%	9.8%	8.4%	9.2%	1.4%	-0.55%
Car Pool/Ride	4.7%	5.6%	6.4%	5.6%	1.7%	0.92%
Travel Training	2.7%	4.0%	4.5%	4.4%	1.8%	1.67%
Adaptive Vehicle	2.2%	2.0%	2.4%	3.1%	1.1%	0.85%
Other	2.1%	2.0%	2.9%	1.0%	1.9%	-1.13%

* Multiple Response Category: Percentages do not equal 100%

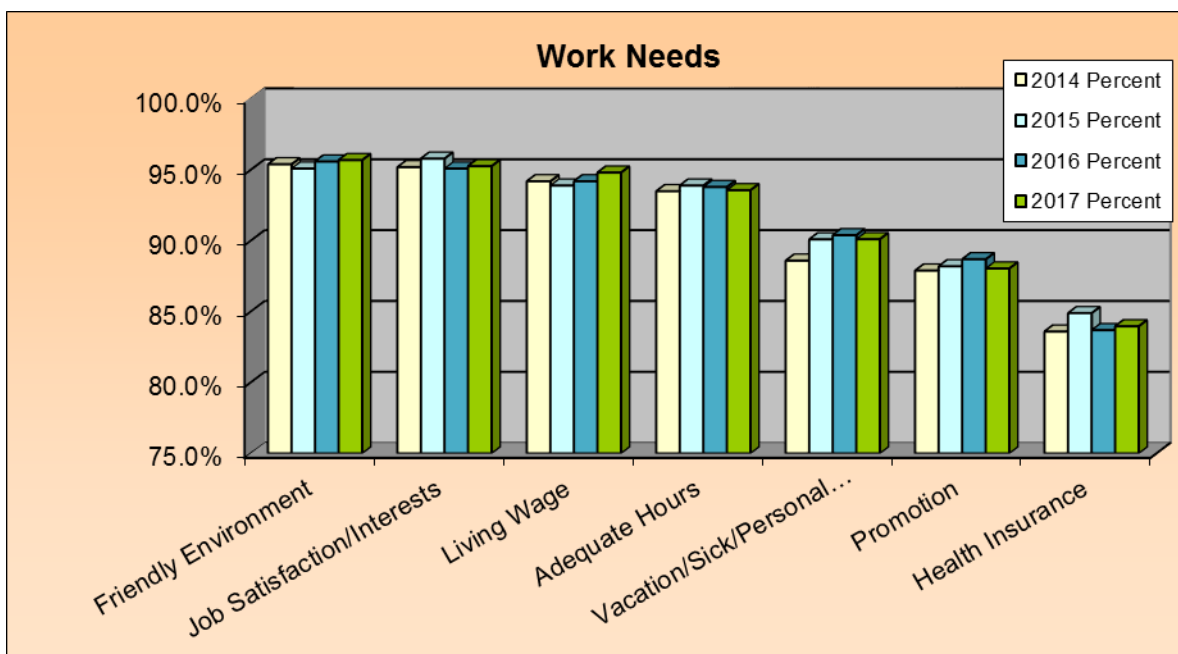


Is transportation a barrier to you obtaining employment?					
Answer Options		2014 Percent	2015 Percent	2016 Percent	2017 Percent
Yes		35.5%	34.0%	33.0%	35.3%
No		64.5%	66.0%	67.0%	64.7%

Does Transportation Pose a Barrier to Employment (2017)?



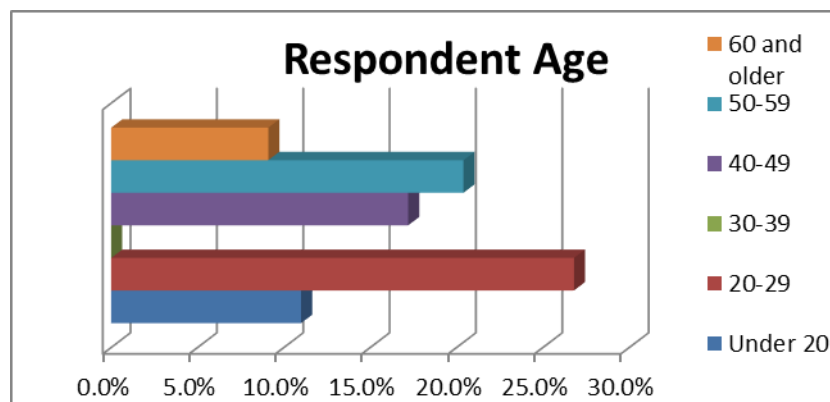
Work Needs Respondents Answering Very or Somewhat Important						
Need Area	2014 Percent	2015 Percent	2016 Percent	2017 Percent	4 Year Range	4 Year Variance
Friendly Environment	95.4%	95.1%	95.6%	95.7%	0.6%	0.3%
Job Satisfaction/Interests	95.2%	95.8%	95.1%	95.3%	0.7%	0.1%
Living Wage	94.2%	93.9%	94.2%	94.8%	0.9%	0.6%
Adequate Hours	93.5%	93.9%	93.8%	93.6%	0.4%	0.1%
Vacation/Sick/Personal Time	88.6%	90.1%	90.4%	90.1%	1.8%	1.5%
Promotion	87.9%	88.2%	88.7%	88.0%	0.8%	0.1%
Health Insurance	83.6%	84.9%	83.7%	84.0%	1.3%	0.4%
Location/Accessible to	83.1%	82.8%	81.9%	83.2%	1.3%	0.1%
Pension/Retirement Benefits	84.3%	85.9%	85.5%	83.0%	2.9%	-1.3%



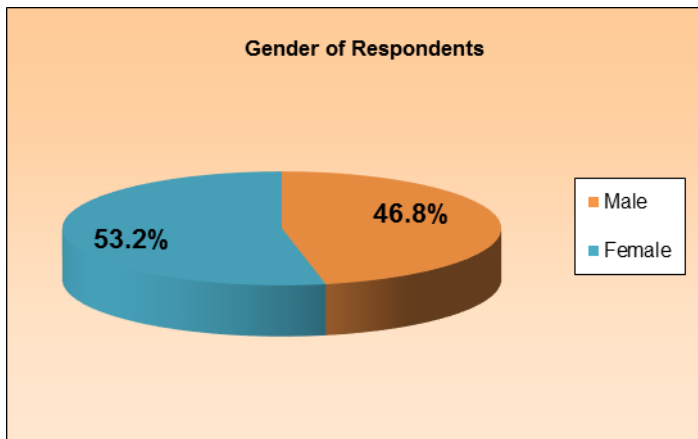
MRC Consumer Needs Assessment 2017

Consumer Occupational Areas of Interest as Indicated by Survey Response		
Occupational Area	% of Consumers Interested	# of Consumers Interested
Community/ Social/ Human	34.0%	604
Health Care	28.8%	512
Administrative	28.5%	506
Self-Employment	26.2%	466
Customer Service	25.0%	445
Arts/Entertainment	24.0%	426
Computers/Information	21.4%	380
Education/Childcare	17.1%	303
Management	13.9%	247
Warehouse/Stock/Inventory	12.5%	222
Retail	12.4%	221
Food Service	12.4%	220
Marketing/Sales	10.6%	188
Engineering/Science	9.8%	175
Financial	9.5%	169
Transportation	8.9%	158
Other (please specify)	8.7%	154
Maintenance/Repair	8.6%	153
Legal	7.0%	125
Manufacturing	6.8%	121
Military/Law Enforcement/Safety	5.3%	94

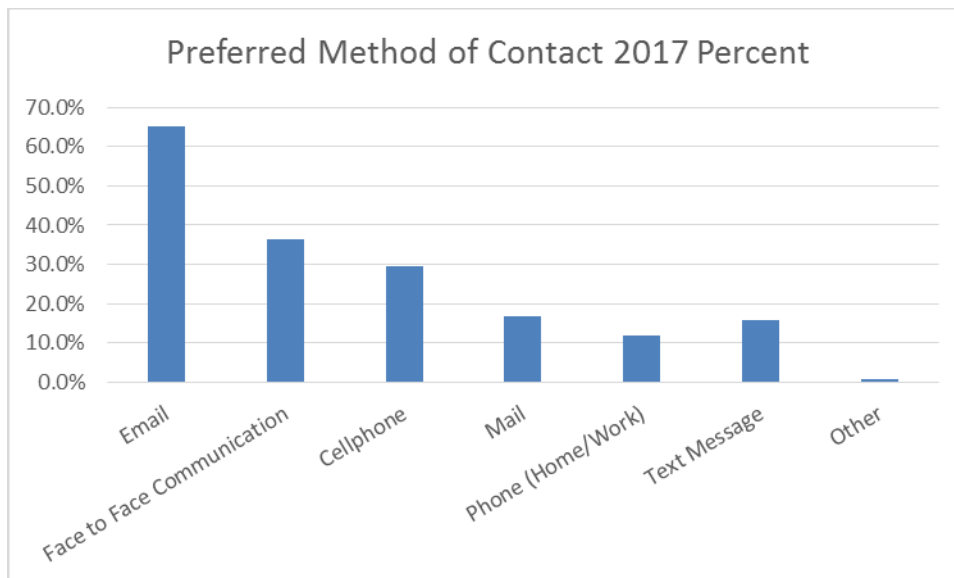
Age Distribution of Respondents		
Age	2017 Percent	#
Under 20	11.0%	232
20-29	26.8%	566
30-39	15.4%	325
40-49	17.2%	363
50-59	20.4%	431
60 and older	9.1%	192



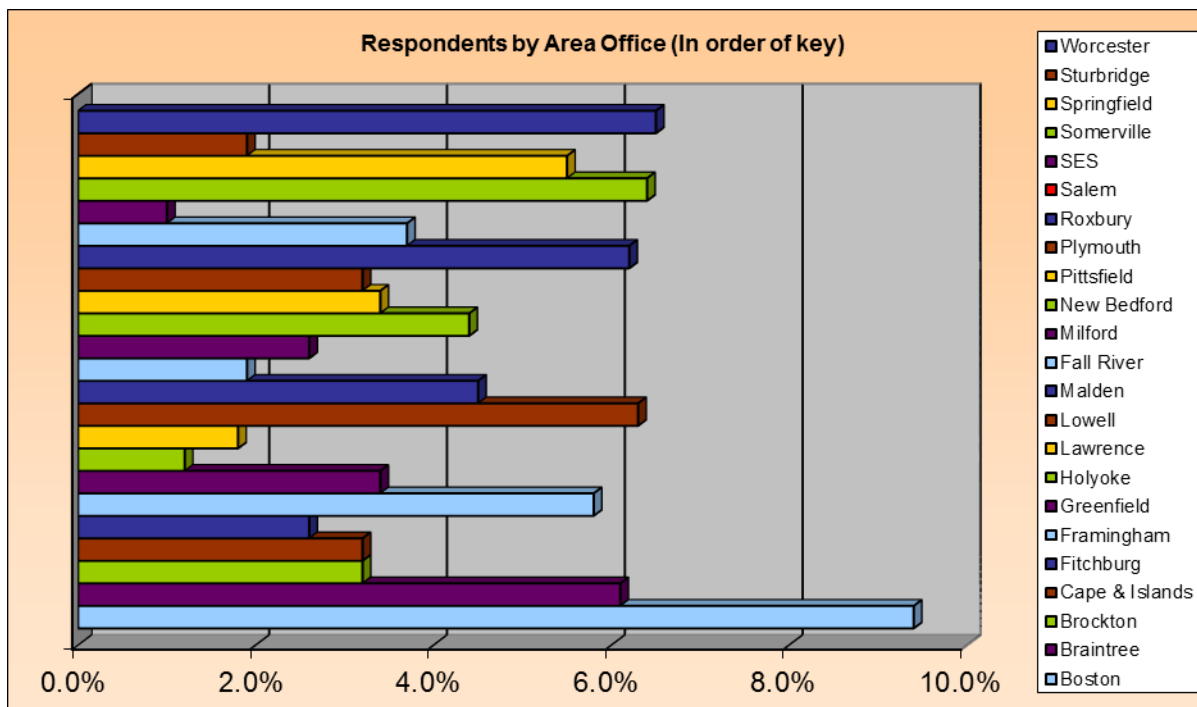
Gender of Respondents		
	2017 Percent	#
Male	46.8%	988
Female	53.2%	1121



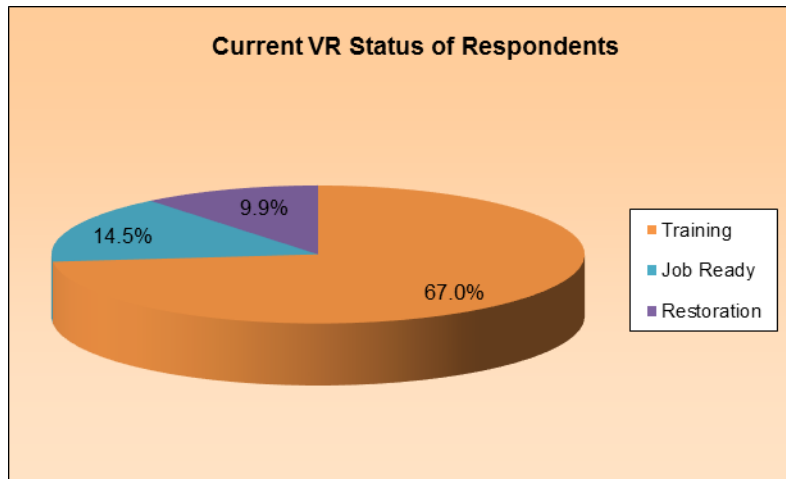
Preferred Method of Contact		
Contact Method	2017 Percent	#
Email	65.0%	1285
Face to Face Communication	36.3%	718
Cellphone	29.6%	584
Mail	16.8%	331
Phone (Home/Work)	11.9%	236
Text Message	15.8%	311
Other	0.9%	17



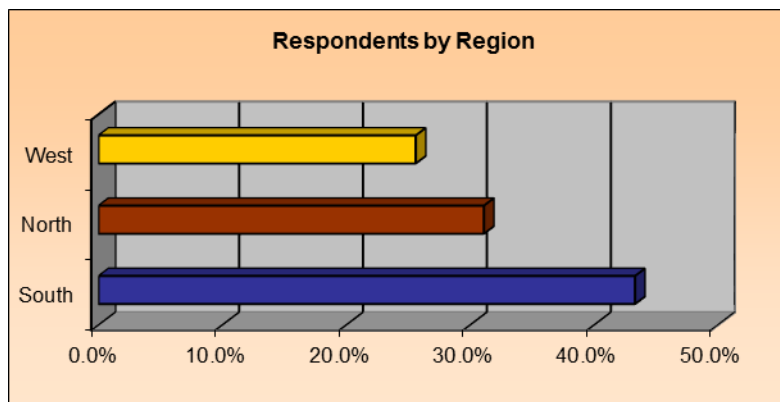
Respondents by Area Office		
	2017 Percent	#
Boston	9.4%	199
Braintree	6.1%	128
Brockton	3.2%	67
Cape & Islands	3.2%	67
Fall River	1.9%	40
Fitchburg	2.6%	54
Framingham	5.8%	122
Greenfield	3.4%	72
Holyoke	1.2%	25
Lawrence	1.8%	39
Lowell	6.3%	133
Malden	4.5%	94
Milford	2.6%	55
New Bedford	4.4%	92
Pittsfield	3.4%	71
Plymouth	3.2%	66
Roxbury	6.2%	131
Salem	3.7%	79
SES	1.0%	22
Somerville	6.4%	135
Springfield	5.5%	116
Sturbridge	1.9%	41
Taunton	5.7%	121
Worcester	6.5%	138



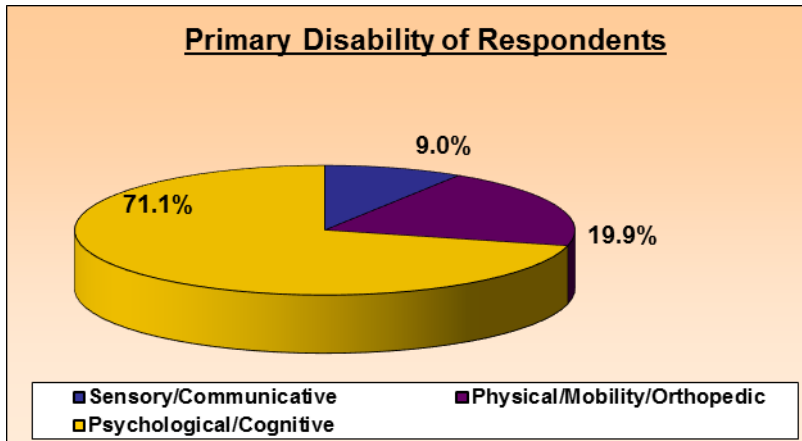
Current VR Status of Respondents		
Status	2017 Percent	#
Training	67.0%	1412
Job Ready	14.5%	305
Restoration	9.9%	209
Job Placement	3.8%	80
Interrupted Service	1.7%	36
IPE Completed	3.2%	67



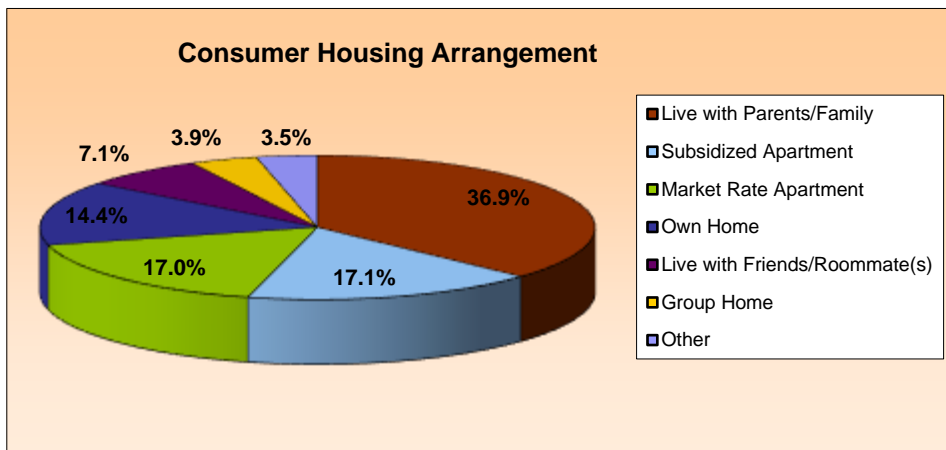
Respondents by Region		
	2017 Percent	#
South	43.3%	913
North	31.1%	656
West	25.6%	540



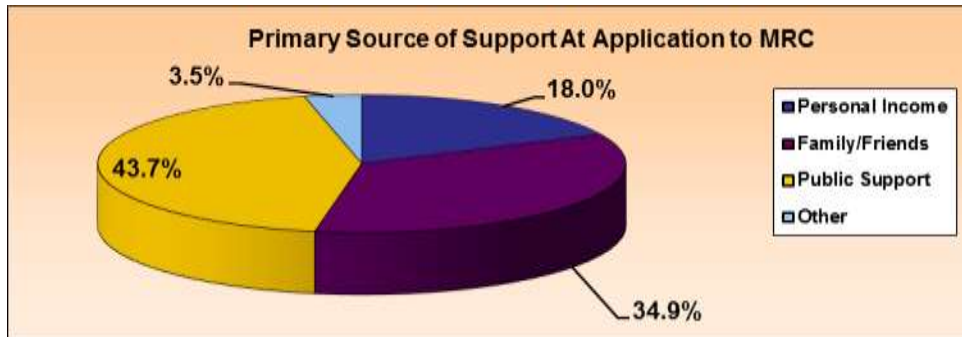
Primary Disability of Respondents		
Disability	2017 Percent	#
Sensory/Communicative	9.0%	190
Physical/Mobility/Orthopedic	19.9%	419
Psychological/Cognitive	71.1%	1,500



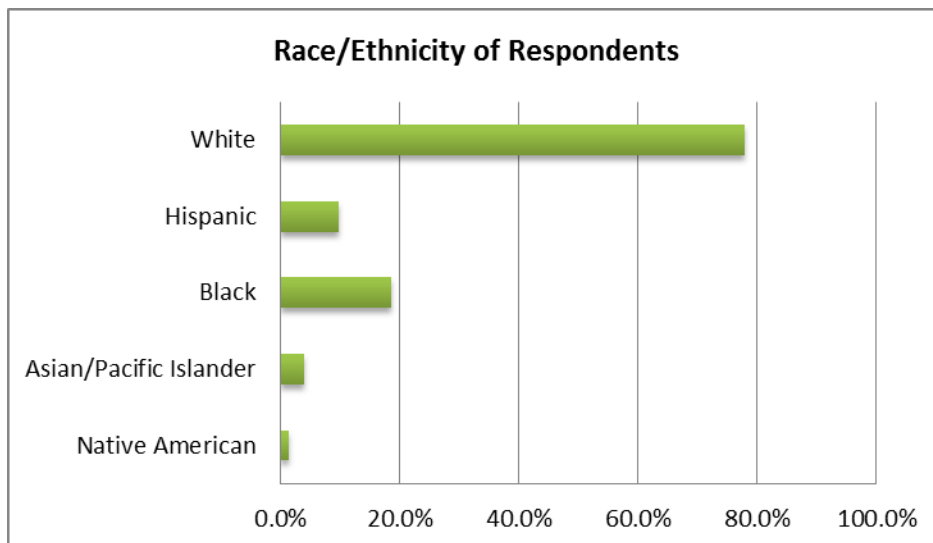
Current Housing of Respondents		
Housing Type	2017 Percent	#
Live with Parents/Family	36.9%	729
Subsidized Apartment	17.1%	337
Market Rate Apartment	17.0%	335
Own Home	14.4%	285
Live with Friends/Roommate(s)	7.1%	140
Group Home	3.9%	77
Other	3.5%	70



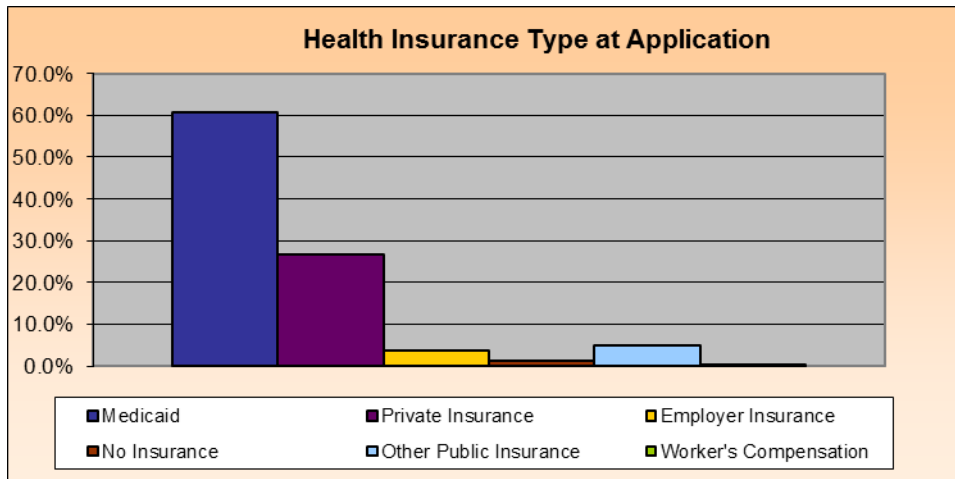
Respondents' Primary Source of Support		
	2017 Percent	#
Personal Income	18.0%	379
Family/Friends	34.9%	735
Public Support	43.7%	922
Other	3.5%	73



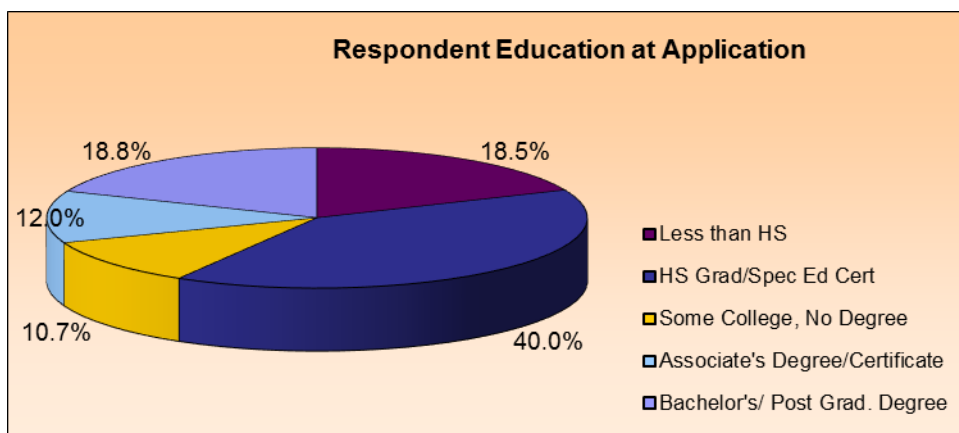
Race/Ethnicity of Respondents		
Race/Ethnicity	2017 Percent	#
Native American	1.4%	29
Asian/Pacific Islander	3.8%	80
Black	18.6%	393
Hispanic	9.7%	205
White	77.9%	1,643



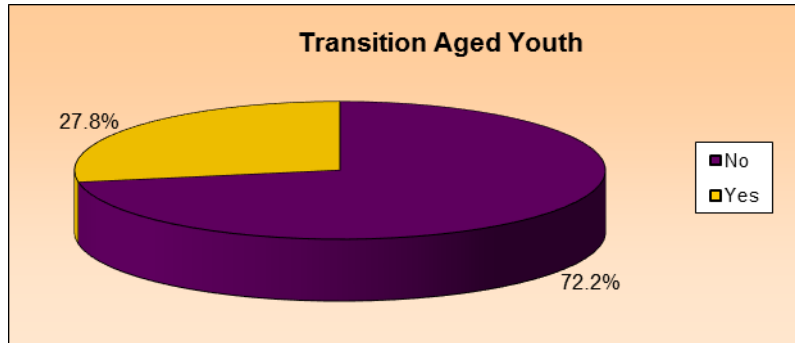
Health Insurance Type at Application		
Insurance	2017 Percent	#
Medicaid	60.7%	829
Private Insurance	26.7%	563
Medicare	20.6%	434
Employer Insurance	3.6%	75
No Insurance	1.4%	30
Other Public Insurance	4.9%	104
Worker's Compensation	0.2%	5



Education of Respondents at Application		
	2017 Percent	#
Less than HS	18.5%	281
HS Grad/Spec Ed Cert	40.0%	608
Some College, No Degree	10.7%	162
Associate's Degree/Certificate	12.0%	183
Bachelor's/ Post Grad. Degree	18.8%	286



Youth 14-24		
	2017 Percent	#
No	72.2%	1,522
Yes	27.8%	587



MRC Referral Source		
Referral Source	2017	#
Self-Referral	37.9%	799
Elementary/Secondary School	18.4%	388
Other Sources	12.2%	258
Community Rehabilitation Provider/Program	9.3%	195
Public or Private Medical Health Provider	5.6%	118
Family/Friends	4.2%	89
Public or Private Mental Health Provider	3.6%	76
College/University	2.6%	55
Career Center/Wagner-	2.2%	47
Social Security Administration	1.4%	30
Other State Agencies	0.8%	16
Veterans Administration	0.4%	9
State Welfare Agency (DTA)	0.3%	6
Independent Living Centers	0.3%	6
Dept. Of Correction/Department of Youth Services	0.2%	5
Consumer Organizations/Advocacy Groups	0.2%	4
Faith Based Organizations	0.1%	3
Other State VR Agencies	0.1%	1

Are you working or have worked with a One Stop Career Center?		
	2017 Percent	#
Yes	30.5%	596
No	69.7%	1,361

How long have you been receiving services from MRC?		
Answer Options	2017 #	%
Less than 1 year	33.6%	662
1 to 2 years	32.0%	631
2 to 4 years	21.5%	423
5 to 9 years	8.6%	169
10 years or more	4.4%	86

Open Ended Responses: Other Services Needed	
Need	# of Responses
Affordable, Accessible Housing	30
Financial Assistance	24
Job Training/Education	24
Job Placement Services	21
Transportation	18
Job Search Assistance/Networking	17
Information About Available Services	16
Assistive Technology	11
Mental Health Counseling	10
Child Care	8
MRC Counseling	8
Other Supportive Services (DMH, DDS, etc.)	8
Budgeting Assistance/Classes	5
Social/Recreation Opportunities	5
Computer Skills Training	4
Donated Vehicle Program	4
Driver's Education	4
Home Care Services	4
Life Coaching	4
Self-Employment/Assistance Starting a Business	4
Work Supplies	4
Vocational Evaluation	4
Health Insurance/Information about Health Care	3
PCA Services	3
Support Groups	3
Tutoring	3
Benefits Planning	2
Books/Supplies	2
Brain Injury Services	2
Communication with MRC	2
Improved MRC Employer Partnerships	2
Job Coaching	2
Legal Assistance	2
Peer Mentoring	2
Service Dog	2
Services from Independent Living Centers	2
Anything	1
ASL Services	1
CORI Support	1
Durable Medical Equipment	1
Emergency Preparation Classes	1
Fitness Education	1
Internet Access	1
MCB Services	1
Meetings Outside Work Hours	1
Pre-Employment Transition Services	1
Substance Abuse Services	1
Short Term Loans	1
Time Management Courses	1

Open Ended Responses: Most Important Service Not Receiving	
Need	# of Responses
Affordable/Accessible Housing	73
Education/Job Training	71
Career Counseling/Job Search Assistance	56
Job Placement Services	56
Transportation	43
Financial Assistance/Public Support	33
MRC Counseling and Guidance	32
Tuition Assistance/Waiver	30
Donated Vehicle Program	25
Driver's Education	24
Benefits Planning	18
School/Work Supplies	17
Job Readiness Training/Soft Skills	16
Services from Other Agencies	16
Information on Services	14
Computer Skills Training	11
Meeting with Counselor	11
Job Coaching	10
Assistive Technology	9
Independent Living Services	9
Internships/Work Based Learning Experiences	9
Self-Employment Assistance	8
Vehicle Modification	8
Child Care	7
Ongoing Support Services	7
On-The-Job Training/Job Driven Training Programs	7
Transportation Access Pass	7
Tutoring	5
Home Care Services	4
Legal/CORI Assistance	4
Home Modification	4
Transition from High School to Work	4
Vocational Assessment	4
Budgeting Assistance/Financial Planning	3
Employer Networking	3
Mental Health Counseling	3
Health Care	2
Social/Recreational/Networking Opportunities	2
ASL Interpreter	1
Brain Injury Services	1
Service Dog	1
Job Club	1
LD/ADHD Support Group	1
Manpower TDC	1
Travel Training	1

Open Ended Responses: Most Important Service Receiving	
Most Important Service Received	# of Responses
Job Search/Placement	185
Education/Job Training	161
Tuition Assistance/Waiver	135
Not Receiving Services	88
MRC Counseling & Guidance	84
Did Not Specify	76
Assistive Technology	49
Financial Assistance/Support	29
Driver Education	23
Job Readiness Training	20
School/Work Supplies	20
Benefits Planning	20
Transportation Services	19
Affordable, Accessible Housing	17
Referral to Other Services	13
On-The-Job Training	12
Case Management/Services from Other Agencies and Providers	11
Pre-Employment Transition Services	11
Ongoing Employment Support Services	10
Assistance Starting a Business/Self-Employment	10
Job Coaching	9
Vocational Assessment	9
Adaptive Vehicle/Vehicle Modification	8
Donated Vehicle Program	7
Information on Services	7
Independent Living Services	6
Transition from High School to School and Work	6
Development of IPE	6
Computer Training Programs	5
Home Care Services	4
Tutoring	3
Employer Hiring Event	3
Home & Community Based Waiver Services	2
Physical Restoration	2
ASL Interpreter Services	2
CORI Assistance	1
LD/ADHD Support Group	1
Job Club	1

Open Ended Responses: Reasons for Why Transportation Is A Barrier to Employment	
Reason	# of Responses
Distance to Jobs/Location	70
No Access to Jobs in Areas Without Transportation	66
Cost of Transportation/Cost of Maintaining a Vehicle	38
Must Rely on Others for Transportation	38
Need a Car	34
Not A Barrier	31
Reliability/Time to Travel on Public Transit/The RIDE	28
Sometimes/Potentially a Barrier	28
Need Driver's Education/Need Driver's License	25
Health Conditions/Nature of Disability	23
Fear of Driving/Using Public Transit	12
Other	11
Available Jobs Require a Car	11
MRC Addressed Transportation Needs	10
Only Can Telecommute	5
Need Travel Training	3
Need Adaptive Vehicle	3
Weather Conditions	2
No Parking Available	1

RSA Disability Impairment	High Level Disability Category
Blindness	Sensory/Communicative
Other Visual Impairments	Sensory/Communicative
Deafness, Primary Communication Visual	Sensory/Communicative
Deafness, Primary Communication Auditory	Sensory/Communicative
Hearing Loss, Primary Communication Visual	Sensory/Communicative
Hearing Loss, Primary Communication Auditory	Sensory/Communicative
Other Hearing Impairments (Tinnitus, Meniere's Disease, hyperacusis, etc.)	Sensory/Communicative
Deaf - Blindness	Sensory/Communicative
Communicative Impairments (expressive/receptive)	Sensory/Communicative
Mobility Orthopedic/Neurological Impairments	Physical/Orthopedic
Manipulation/Dexterity Orthopedic/Neurological Impairments	Physical/Orthopedic
Both mobility and Manipulation/Dexterity Orthopedic/Neurological Impairments	Physical/Orthopedic
Other Orthopedic Impairments (e.g., limited range of motion)	Physical/Orthopedic
Respiratory Impairments	Physical/Orthopedic
General Physical Debilitation (fatigue, weakness, pain, etc.)	Physical/Orthopedic
Other Physical Impairments (not listed above)	Physical/Orthopedic
Cognitive Impairments (impairments involving learning, thinking, processing information and concentration)	Psychological/Cognitive
Psychosocial Impairments (interpersonal and behavioral impairments, difficulty coping)	Psychological/Cognitive
Other Mental Impairments	Psychological/Cognitive

Pre-Employment Transition Service Needs						
Service Area	Very Important or Important	Very Important	Important	Somewhat Important	Not Important	No Opinion/Not Applicable
Internships/Work Experiences	87.4%	56.8%	30.6%	6.5%	2.5%	3.6%
Assistance Finding a Job / Job Placement	85.4%	63.6%	21.8%	6.8%	4.6%	3.2%
Assistance with College Education	85.3%	64.0%	21.2%	10.8%	2.5%	1.4%
Work Readiness Training/Soft Skills (Resume Writing, Interview Skills, etc).	83.2%	50.9%	32.3%	9.0%	3.9%	3.9%
Assistance transitioning from High School to Work/College	83.1%	62.6%	20.5%	6.1%	6.1%	4.7%
Learning about Education, Training, Careers, and Jobs	82.8%	56.3%	26.5%	9.3%	5.0%	2.9%
College/Career Counseling	81.2%	53.8%	27.4%	12.3%	4.0%	2.5%
On-The-Job Training	80.8%	51.8%	29.0%	6.5%	6.5%	6.2%
Mentorship/Job Shadowing/Peer Counseling	72.3%	45.3%	27.0%	19.1%	4.0%	4.7%

Have You Received any Pre-Employment Transition Services from MRC?		
Response	Response Percent	Response Count
Yes	77.3%	214
No	22.7%	63

Consumer Survey Responses: Did They Receive Pre-Employment Transition Services through a high school or other educational agency outside of MRC?		
Type of Service	Responding Consumers Receiving Service from	Responding Consumers Receiving Service from
Assistance transitioning from High	36.9%	83
Internships/Work Experiences	35.1%	79
Assistance with College Education	34.7%	78
Learning about Education, Training, Careers, and Jobs	33.3%	75
College/Career Counseling	32.9%	74
Work Readiness Training/Soft Skills (Resume Writing, Interview Skills, etc).	26.7%	60
Assistance Finding a Job / Job Placement	21.8%	49
Mentorship/Job Shadowing/Peer Counseling	15.6%	35
On-The-Job Training	12.9%	29

**Satisfaction with Pre-Employment Transition Services
provided by MRC and its partners in meeting needs
towards preparing for future education and employment**

Satisfaction Level	# of Responding Consumers of Transition Age (14 to 22)
Very Satisfied	38.3%
Satisfied	33.3%
Somewhat Satisfied	18.9%
Dissatisfied	5.7%
Very Dissatisfied	3.8%

**Have the services you have received from MRC (such as
summer internships, resume preparation, college/career
counseling) helped you prepare for your future/job career?**

Answer Options	Response Count	Response Percent
Yes	121	44.0%
No	47	17.1%
Not Applicable	107	37.9%



Massachusetts Rehabilitation Commission

VOCATIONAL REHABILITATION SERVICES

Year in Review July 1, 2017 – June 30, 2018

Massachusetts Rehabilitation Commission

4,053 citizens with disabilities have been successfully placed into competitive employment based on their choices, interests, needs and skills.

The earnings of these rehabilitated employees in MA in the first year were **\$84.3 million**.

Estimated public benefits savings from people rehabilitated in MA were **\$30.4 million**.

Average Hourly Wage **\$14.65**
Average Work Hours Weekly **27.3**

*The returns to society based on increases in lifetime earnings range from \$14 to \$18 for each \$1 invested in the MRC Vocational Rehabilitation program.

*\$5 is returned to the government in the form of increased taxes and reduced public assistance payments for every \$1 invested in the MRC Vocational Rehabilitation program.

**Based on Commonwealth Corporation Study.*

Who Are Our Consumers?

Psychiatric Disabilities	40.6%
Learning Disabilities	26.2%
Orthopedic Disabilities	8.4%
Substance Abuse	8.2%
Deaf and Hard of Hearing	5.8%
Other Disabilities	5.6%
Neurological Disabilities	2.2%
Developmental/Intellectual Disabilities	1.7%
Traumatic Brain Injury	1.3%

Average Age 31.8

Male 54.5%
Female 45.5%

White 79.0%
Black 17.9%
Hispanic 12.9%
Asian/Pacific Islander 3.7%
Native American 1.2%

FACTS AT A GLANCE

The goal of our services is to promote dignity through employment and community living, one person at a time. We hope all citizens with disabilities in Massachusetts will have the opportunity to contribute as a productive member of their community and family as a result of services provided by the MRC.

Consumers actively receiving services	29,463
Consumers enrolled in training/education programs	18,471
Consumers with disabilities employed in competitive, integrated employment	4,053 (100%)
Consumers employed with medical insurance	98.7%
Consumers satisfied with services	88.0%

Vision and Mission:

The Massachusetts Rehabilitation Commission (MRC) promotes equality, empowerment and independence of individuals with disabilities. These goals are achieved through enhancing and encouraging personal choice and the right to succeed or fail in the pursuit of independence and employment in the community.

Who We Serve:

The MRC provides comprehensive services to people living with disabilities that maximize their quality of life and economic self-sufficiency in the community.

Vocational Rehabilitation (VR) Division:

The MRC Vocational Rehabilitation Program and the Massachusetts Commission for the Blind serve eligible individuals with disabilities who are available and able to attain employment as a result of vocational rehabilitation services.

The MRC Vocational Rehabilitation Program is the federal-state vocational rehabilitation program focused on assisting individuals with disabilities to obtain, maintain, and advance in employment. Some of the MRC-VR services provided include:

- 1) Vocational counseling, guidance, and assistance in job placement;
- 2) Training programs, including job-driven partnerships with employers, including college and vocational certificate programs, if appropriate, to attain competitive employment;
- 3) Assistive technology and rehabilitation technology services;
- 4) Job Coach services;
- 5) Community based employment services;
- 6) Interview preparation and direct job placement services;
- 7) Pre-Employment Transition Services (Pre-ETS) for students with disabilities.

What MRC Consumers Have To Say:

- “At no point have my needs not been addressed by MRC. Feedback/support/guidance has ALWAYS been timely, topical and above all else....ENCOURAGING. I feel like I am not alone in facing my challenges. There were workshops on soft skills, accessibility to posted jobs, mock interviews, and assistance with creating cover letters and resumes. Every time I went to the program, I was supported extremely well.”
- “People at MRC are amazing and wonderful. They assisted me get back to college to finish my education degree after being out of school for years due to financial hardship and struggling with mental illness. I was able to take aptitude and career readiness tests to help focus on a career path and then advised me on what my options were going forward.”
- “My MRC counselor has been a vital asset on my journey to getting my future plans secured. She has been there every step of the way and now that I am settled in school/work-study she continues to support me and encourage me along the way. She has been incredible and has made this transition as smooth as it could possibly be.”
- “MRC has been there for me when I was looking for employment and assisted me to find work at Allied Universal. My vocational specialist went above and beyond and she made sure that I was comfortable and always took the time to make sure that I was focused and my head was in the game.”
- “MRC assists those with disabilities to never give up their hopes of becoming someone important in society. MRC provides an invaluable opportunity for people with disabilities.
- “I’d be nowhere without MRC. MRC’s on the job trainings got me back into a routine of working again and now I have a full time position.”
- “I’m very thankful to MRC and my case manager for setting me up with a paid internship program where I got experience in the field of my choice.”

Year in Review
July 1, 2017 – June 30, 2018

Consumers Served Community Living Programs	
Independent Living Centers	6,012
Turning 22 Services:	734
Assistive Technology:	2,707
Housing Registry:	1,611
Supported Living Services:	167
Brain Injury Services:	1,192
Home Care Services:	1,375
Protective Services:	427
ABI-N/MFP-CL Waivers:	829

Services Purchased Community Living Programs	
Independent Living Centers:	\$7,359,020
IL Turning 22 Services:	\$1,908,903
Assistive Technology:	\$2,107,587
Housing Registry:	\$80,000
Supported Living Services:	\$1,666,193
Brain Injury Services:	\$29,930,810
Home Care Services:	\$4,341,050
Protective Services:	\$792,988

FACTS AT A GLANCE

The goal of our services is to promote dignity through employment and community living, one person at a time. We hope all citizens with disabilities in Massachusetts will have the opportunity to contribute as a productive member of their community and family as a result of services provided by the MRC.

Total consumers actively receiving services:	15,054
Total funds expended:	\$48,186,551
Cost per consumer served:	\$3,201

Vision and Mission:

The Massachusetts Rehabilitation Commission (MRC) promotes equality, empowerment and independence of individuals with disabilities. These goals are achieved through enhancing and encouraging personal choice and the right to succeed or fail in the pursuit of independence and employment in the community.

Who We Serve:

The MRC provides comprehensive services to people with disabilities that maximize their quality of life and economic self-sufficiency in the community.

Community Living (CL) Division:

The MRC Community Living Division is comprised of a variety of programs, supports, and services that address the diverse needs of adults and transition age youth with disabilities to fulfill their desire/need for community integration, to gain maximum control of their destiny, and to participate fully in their community.

- Independent Living Center Services
- Community Supported Living Services
- Accessible Housing Registry
- Home Care Assistance Program for Eligible Adults with Disabilities
- Turning 22 Youth Transition to Adult Human Services
- Assistive Technology Training and Devices
- Community-Based Residential, Day and Support Services for Persons with Brain Injuries
- Home and Community Based Waiver Programs

What our Consumers Say...

"The Counselor has been an excellent advocate and has been extremely helpful to me and my family in developing a service plan that best suits our needs." – *SHIP/TBI Waiver Consumer*

"I want you to know that I am so thankful for all that you've done. Frankly I don't know what I would have done without my home care assistant this year. This is just a really well rounded program". – *Home Care Consumer*

"I would not be able to maintain my life without the assistance of HCAP. I am very grateful for the assistance that keeps me healthy and maintain independent living." – *Home Care Consumer*

"I'm very satisfied with SHIP services. Everyone has been great and my service coordinator is terrific with providing information." – *TBI Waiver Consumer*

"MRC is a very caring place. They really care about their consumers and they go beyond their line of duty of service." – *Community Living Consumer*

"The services are wonderful. No complaints. My home care assistant is absolutely wonderful and a great help to me, so I'm very appreciative of the service that's been offered to me. And I just want to thank you for all of your help." – *Home Care Consumer*



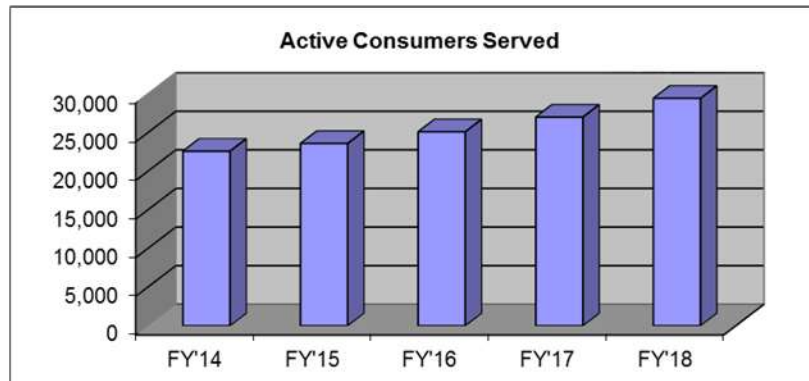
Massachusetts Rehabilitation Commission

VOCATIONAL REHABILITATION SERVICES

VR Historical Years in Review SFY 2014 – 2018

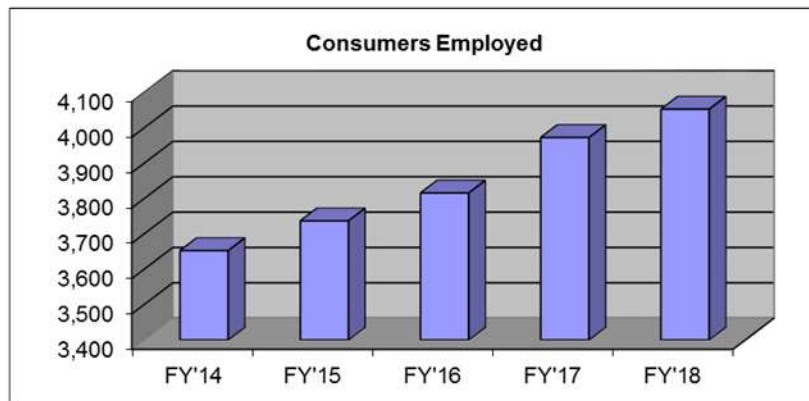
Active Consumers Served*

FY'14	22,609
FY'15	23,611
FY'16	25,125
FY'17	27,028
FY'18	29,463



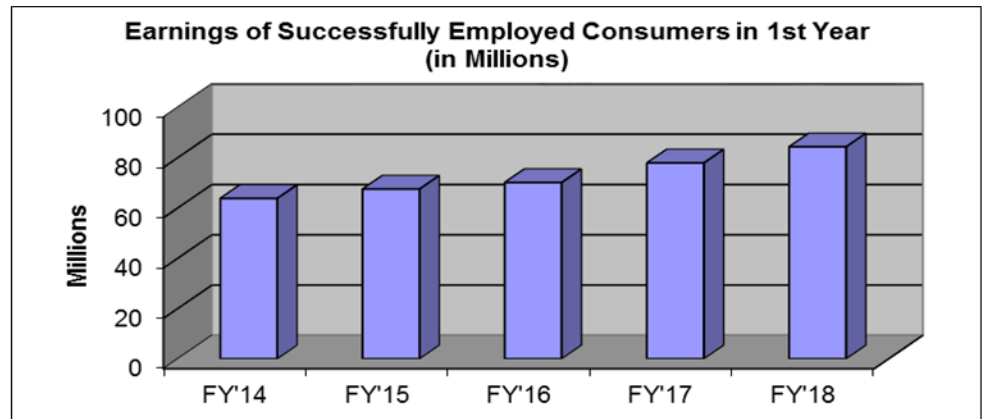
Consumers Employed

FY'14	3,653
FY'15	3,737
FY'16	3,816
FY'17	3,973
FY'18	4,053

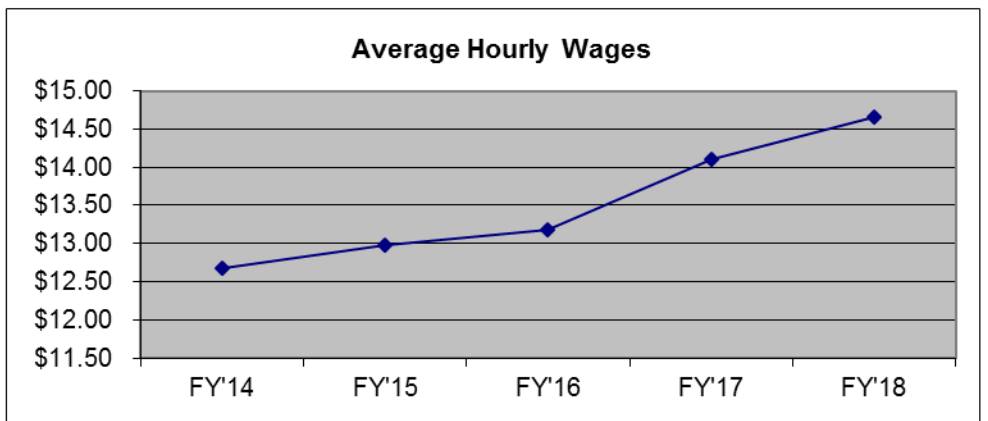


*Consumers receiving an array of services including: Counseling, Guidance, Rehabilitation, Skills Training, College, Assistive Technology, Benefits Planning and Job Placement Services. These services are designed to assist them in their efforts to choose, obtain, and maintain employment in the competitive labor market based on their interests, skills, and abilities.

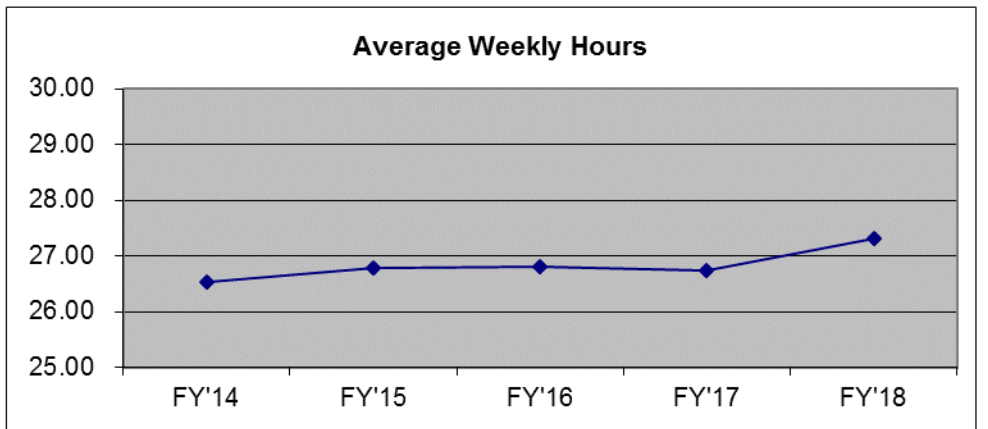
Earnings of Successfully Employed Consumers in 1st Year (in Millions)	
FY'14	63.8
FY'15	67.5
FY'16	70.1
FY'17	77.9
FY'18	84.3



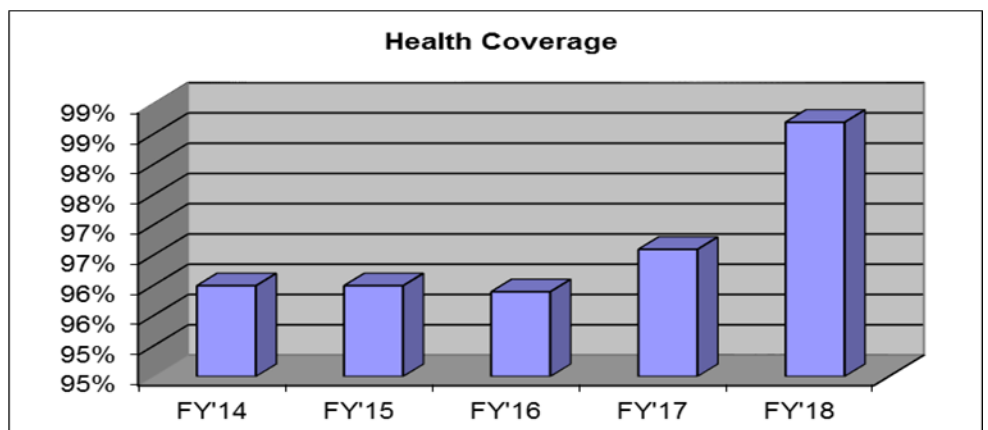
Average Hourly Wages	
FY'14	\$12.67
FY'15	\$12.98
FY'16	\$13.18
FY'17	\$14.11
FY'18	\$14.65



Average Weekly Hours	
FY'14	26.52
FY'15	26.78
FY'16	26.80
FY'17	26.74
FY'18	27.30



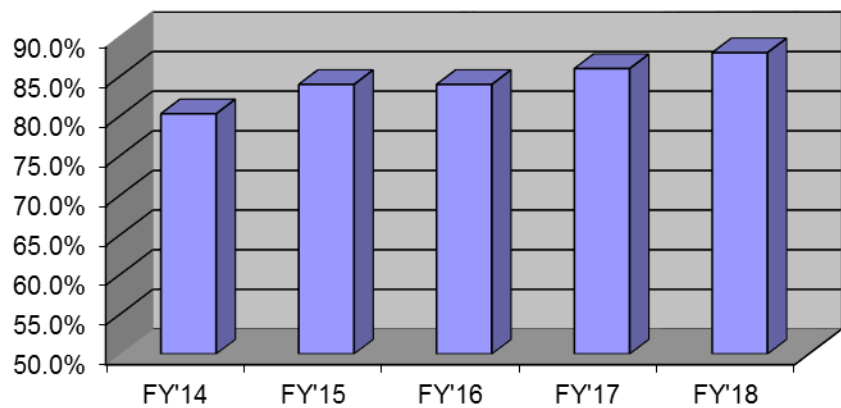
Health Coverage	
FY'14	96%
FY'15	96%
FY'16	96%
FY'17	97%
FY'18	99%



Consumers Satisfied With Services

FY'14	80.3%
FY'15	84.0%
FY'16	84.0%
FY'17	86.0%
FY'18	88.0%

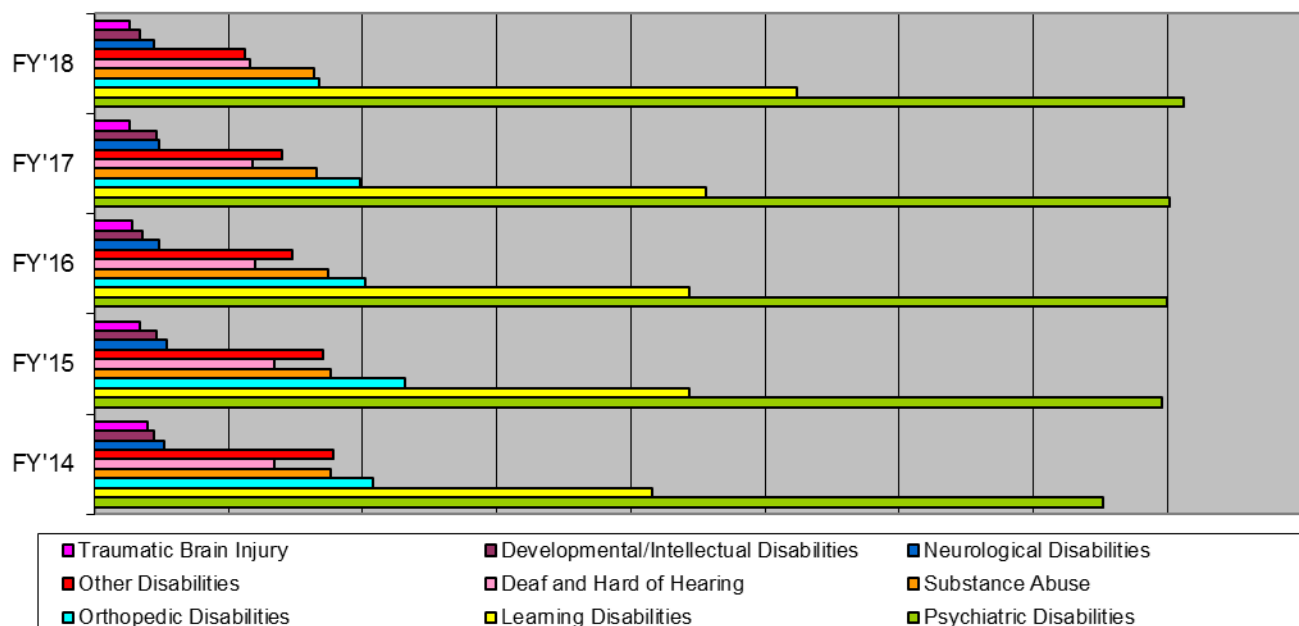
Consumers Satisfied and Would Recommend a Friend to the Agency



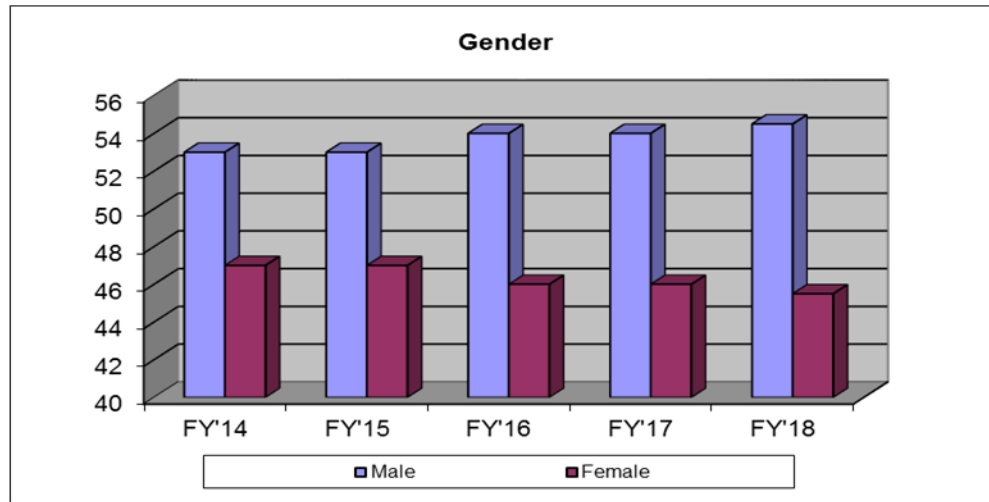
Who Are Our Consumers?

	FY'14	FY'15	FY'16	FY'17	FY'18
Psychiatric Disabilities	37.60%	39.80%	40.00%	40.10%	40.60%
Learning Disabilities	20.80%	22.20%	22.20%	22.80%	26.20%
Orthopedic Disabilities	10.40%	11.60%	10.10%	9.90%	8.40%
Substance Abuse	8.80%	8.80%	8.70%	8.30%	8.20%
Deaf and Hard of Hearing	6.70%	6.70%	6.00%	5.90%	5.80%
Other Disabilities	8.90%	8.50%	7.40%	7.00%	5.60%
Neurological Disabilities	2.60%	2.70%	2.40%	2.40%	2.20%
Developmental/Intellectual Disabilities	2.20%	2.30%	1.80%	2.30%	1.70%
Traumatic Brain Injury	2.00%	1.70%	1.40%	1.30%	1.30%

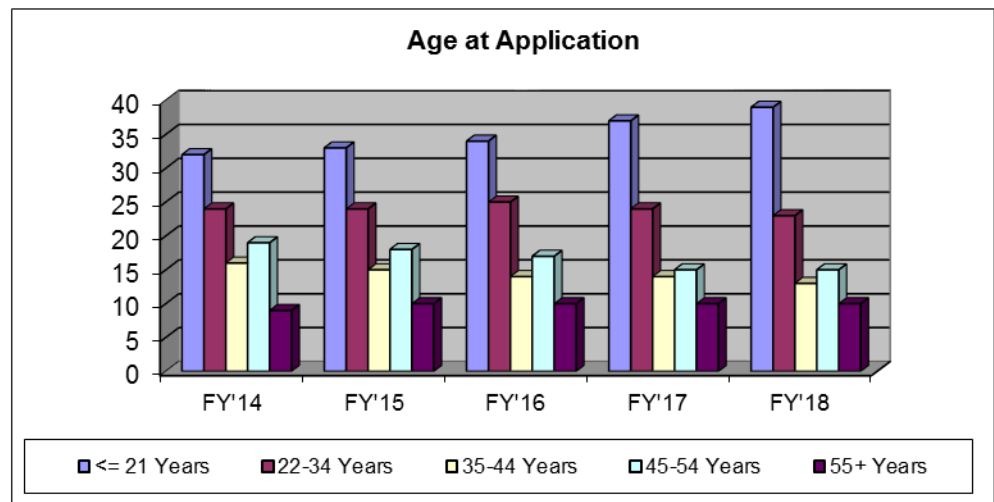
Who Are Our Consumers?



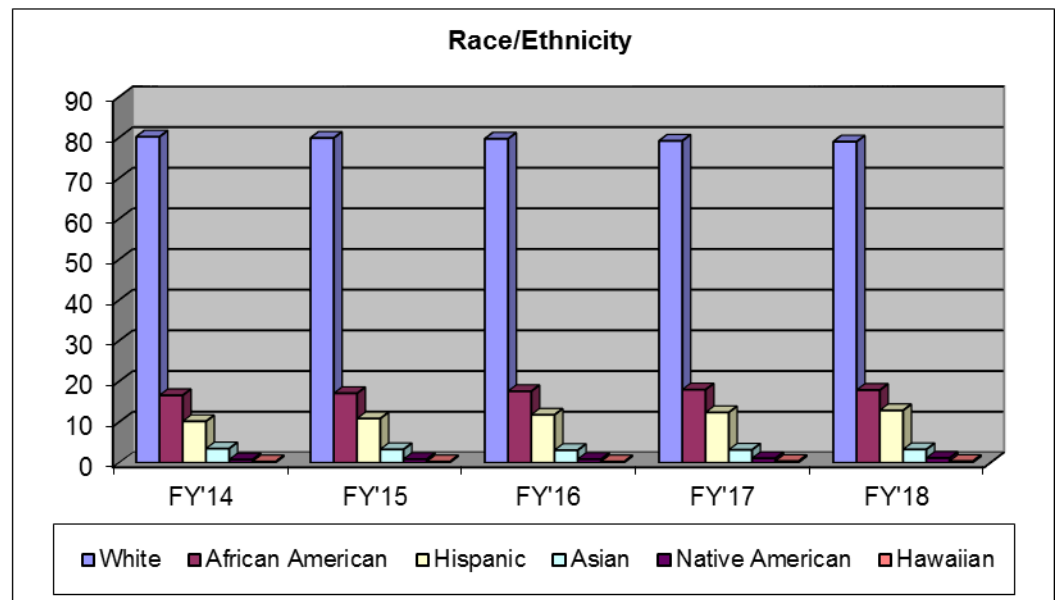
Gender		
	Male	Female
FY'14	53	47
FY'15	53	47
FY'16	54	46
FY'17	54	46
FY'18	54.5	45.5



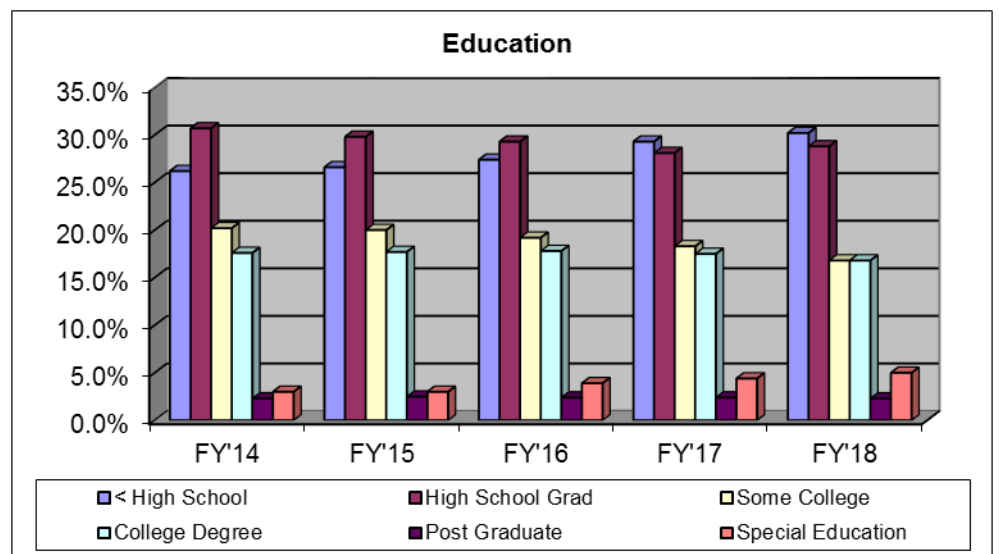
Age at Application					
	FY'14	FY'15	FY'16	FY'17	FY'18
<= 21 Years	32	33	34	37	39
22-34 Years	24	24	25	24	23
35-44 Years	16	15	14	14	13
45-54 Years	19	18	17	15	15
55+ Years	9	10	10	10	10



Race/ Ethnicity					
	FY'14	FY'15	FY'16	FY'17	FY'18
White	80.2	79.9	79.7	79.2	79
African American	16.6	17.1	17.6	18	17.9
Hispanic	10.2	10.9	11.8	12.4	12.9
Asian	3.5	3.3	3.1	3.2	3.3
Native American	0.8	0.9	0.9	1.1	1.2
Hawaiian	0.3	0.3	0.3	0.4	0.4



Education					
	FY'14	FY'15	FY'16	FY'17	FY'18
< High School	26.2%	26.6%	27.4%	29.3%	30.2%
High School Grad	30.7%	29.8%	29.3%	28.1%	28.8%
Some College	20.2%	20.0%	19.2%	18.3%	16.8%
College Degree	17.6%	17.7%	17.8%	17.5%	16.8%
Post Graduate	2.3%	2.5%	2.4%	2.4%	2.3%
Special Education	3.0%	3.0%	3.9%	4.4%	5.0%



Economic Impact Fact Sheet
Return on Investment (ROI) July 1, 2016 – June 30, 2017

Massachusetts Rehabilitation Commission – Vocational Rehabilitation Program

Individuals with disabilities successfully placed into competitive employment:	3,973
Average hourly wage for employed consumers:	\$14.11
Average work hours per week for employed consumers:	26.74
Total annual earnings for consumers placed into employment:	\$77,948,960
Estimated public benefits savings from employed consumers:	\$29,797,500
Projected annual Massachusetts income tax paid by employed consumers:	\$2,688,741
Projected annual Federal income tax paid by employed consumers:	\$5,272,041
Consumers placed into employment with medical insurance:	96.6%
Return to society based on increase in lifetime earnings for consumers placed into employment, FY2017*:	\$1,023,909,731
Return to society based on returns to government in the form of increased taxes and reduced public assistance payments, FY2017**:	\$365,682,047

**Based on Commonwealth Corporation Study on ROI that \$14 is returned to society based on increases in lifetime earnings for each \$1 invested in the MRC Vocational Rehabilitation program.*

***Based on Commonwealth Corporation Study on ROI that \$5 is returned to the government for each \$1 invested in the MRC Vocational Rehabilitation program.*

Massachusetts Rehabilitation Commission

The Massachusetts Rehabilitation Commission (MRC) promotes equality, empowerment, and independence of individuals with disabilities. These goals are achieved through enhancing and encouraging personal choice and the right to succeed in the pursuit of independence and employment in the community.

The MRC provides comprehensive services to people with disabilities that maximize their quality of life and economic self-sufficiency in the community.

**TOP 10 JOBS AND OCCUPATIONAL CATEGORIES ON IPE, IN PLACEMENT, AND IN SUCCESSFUL
EMPLOYMENT, SFY2017, WITH DEMAND FACTOR AND MEDIAN HOURLY WAGE FOR MASSACHUSETTS,
2017**

TOP 10 JOBS

IPE

SOC Code	Top 10 Jobs Written on IPEs	LQ*	Median Wage
21-1093	Social and Human Service Assistant	1.64	\$17.08
41-2031	Retail Sales	0.94	\$14.12
43-5081	Stock and Order Clerks	0.97	\$14.58
21-1018	Substance Abuse, Behavioral Disorder, and Mental Health Counselor	2.14	\$22.27
21-1099	Community and Social Services Specialist	0.46	\$21.03
15-1199	Miscellaneous Computer Occupations	1.18	\$45.15
43-9199	Misc. Office & Administrative Support Workers	0.50	\$24.05
31-1014	Nursing Assistant	1.07	\$15.55
43-9061	Office Clerks, General	0.83	\$18.68
41-9099	Sales and Related Workers, All Other	0.51	\$24.87
Total	Average	1.02	\$21.81

Placement

SOC Code	Top 10 Jobs for Initial Placement	LQ*	Median Wage
41-2031	Retail Sales	0.94	\$14.12
43-5081	Stock and Order Clerks	0.97	\$14.58
41-2011	Cashiers	0.82	\$12.30
35-2021	Food Preparation	0.78	\$13.83
35-9099	Misc. Food Preparation and Serving Workers	0.71	\$16.53
31-1014	Nursing Assistant	1.07	\$15.55
37-2011	Janitors and Cleaners	1.03	\$16.97
21-1093	Social and Human Service Assistants	1.64	\$17.08
41-9099	Sales and Related Workers, All Other	0.51	\$24.87
21-1099	Community and Social Services Specialist	0.46	\$21.03
Total	Average	0.89	\$16.89

Successful Employment

SOC Code	Top 10 Jobs for Successful Employment Outcomes	LQ*	Median Wage
41-2031	Retail Sales	0.94	\$14.12
43-5081	Stock and Order Clerks	0.97	\$14.58
41-2011	Cashiers	0.82	\$12.30
41-9099	Sales and Related Workers, All Other	0.51	\$24.87
31-1014	Nursing Assistant	1.07	\$15.55
35-9099	Misc. Food Preparation and Serving Workers	0.71	\$16.53
35-2021	Food Preparation	0.78	\$13.83
37-2011	Janitors and Cleaners	1.03	\$16.97
21-1093	Social and Human Service Assistants	1.64	\$17.08
21-1099	Community and Social Services Specialist	0.46	\$21.03
Total	Average	0.89	\$16.69

TOP 10 OCCUPATIONAL CATEGORIES

IPE

SOC Category	Top 10 Occupational Categories on IPEs	LQ*	Median Wage
43-0000	Office and Administrative Support	0.92	\$21.06
21-0000	Community and Social Services	1.55	\$23.25
39-0000	Personal Care and Service	1.23	\$15.68
31-0000	Healthcare Support	1.04	\$17.27
41-0000	Sales and Related	0.88	\$23.03
27-0000	Arts, Design, Entertainment, Sports & Media	1.10	\$30.60
29-0000	Healthcare Practitioners & Technical	1.15	\$45.99
15-0000	Computer and Mathematical	1.35	\$46.38
25-0000	Education and Training	1.12	\$31.94
35-0000	Food Preparation and Related	0.92	\$14.34
Total	Average	1.13	\$26.95

Placement

SOC Category	Top 10 Occupational Categories for Initial Placement	LQ*	Median Wage
43-0000	Office and Administrative Support	0.92	\$21.06
41-0000	Sales and Related Occupations	0.88	\$23.03
35-0000	Food Preparation and Related	0.92	\$14.34
53-0000	Transportation and Material Moving	0.75	\$19.06
21-0000	Community and Social Services	1.55	\$23.25
37-0000	Building, Grounds Cleaning, & Maintenance	0.97	\$17.44
31-0000	Healthcare Support	1.04	\$17.27
39-0000	Personal Care and Service	1.23	\$15.68
51-0000	Production and Manufacturing	0.68	\$19.99
25-0000	Education and Training	1.12	\$31.94
Total	Average	1.00	\$20.31

Successful Employment

SOC Category	Top 10 Occupational Categories for Successful Employment Outcomes	LQ*	Median Wage
43-0000	Office and Administrative Support	0.92	\$21.06
41-0000	Sales and Related	0.88	\$23.03
35-0000	Food Preparation and Related	0.92	\$14.34
53-0000	Transportation and Material Moving	0.75	\$19.06
21-0000	Community and Social Services	1.55	\$23.25
31-0000	Healthcare Support	1.04	\$17.27
37-0000	Building, Grounds Cleaning, & Maintenance	0.97	\$17.44
39-0000	Personal Care and Service	1.23	\$15.68
51-0000	Production and Manufacturing	0.68	\$19.99
25-0000	Education and Training	1.12	\$31.94
Total	Average	1.00	\$20.31

*LQ= location quotient, measures extra demand in an area for a particular job category. 1= normal demand, 2= twice as much demand as other places, etc. Baseline is for Massachusetts compared to national average.

Source: MA EOLWD and US Bureau of Labor Statistics

